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ROUTING AND RECORD SHEET				
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MEMORANDUM FOR:

Art

As promised. As I mentioned, all these points came out of Tony's interviews with the other Agcy components last summer, except for 3 or 4 that some IMSS'ers suggested. The subject ("Steps to Superior Service") is an attempt at alliteration — just something catchy that might stick in people's minds. A big OL logo would go at the top left. And I like your idea of the cornucopia! P&PD could probably use some fancy initial-cap letters, bold type for the underlined words, a border around the whole thing, etc. And, of course, it needs to be large enough overall that people can read it on their walls when they're seated at their desks. Would honestly appreciate your suggestions, comments, changes, etc.

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- 3/20

Date

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